

Service Level Agreement

This sample is a short form contract used to both document the SLA and report monthly on its status. One of these is produced for each service provided.

Between IT Department And ABC Department				Date: MM/YY	
Contacts: IT Department: _____ ABC Department: _____				Effective Dates: From MM/YY to MM/YY	
Approvals: IT Department: _____ ABC Department: _____					

CICS Service	Service Level Agreement			Actual	Difference
	Availat			100%	2%
	Response	% of response within 2 seconds (internal)	90%	95%	5%
		% of response within 2 seconds (internal)	95%	95%	0%
	Load	Transactions/min during peak (9 am – 11 am)	300	250	-50
		Daily CPU hours	3.5	3.0	-.5
	Accuracy	Errors due to DC Problems	0	0	0
		Errors due to Applications	0	0	0
	Batch Service	Class S: % turnaround in 30 minutes	95%	85%	-10%
		Class T: % turnaround in 15 minutes	98%	100%	2%

SLA Criteria:

- 1) Availability based on CICSPROD up and files open.
- 2) Penalties for missed services:
 - a) 10% reduction in billing for 2% missed service unless miss caused by user.
- 3) Penalties for exceeded loads:
 - a) 10% increase in billing and no penalty for missed service.
- 4) Reporting: Data Center will provide this report by 8 am each day. Weekly report will summarize service for the week.

Sample Service Level Agreement

Clemens Wendtner

A red circular graphic with a gradient, appearing as a partial circle or a stylized arrow pointing to the right, located to the right of the name bar.

Sample Service Level Agreement:

Eventually, you will entirely discover a further experience and attainment by spending more cash. nevertheless when? attain you say yes that you require to acquire those all needs taking into account having significantly cash? Why dont you try to acquire something basic in the beginning? Thats something that will guide you to understand even more vis--vis the globe, experience, some places, afterward history, amusement, and a lot more?

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